

STATEMENT OF WORK
Internet Service Provider (ISP)
November 10, 2021

The purpose of this fixed-price contract is to provide a network circuit to the U.S. Embassy including all engineering, labor, tools, equipment, materials, supplies and services.

The site is located in Tongping district of Juba. The site is known as “EC- Embassy Compound.”

The U.S. Mission in South Sudan requires a **dedicated 10Mbps circuit** for the Information Resource Management (IRM) office located within the Residential Compound (EC).

Required Services

The contractor, also referred to herein as the Internet Service Provider (ISP), shall provide internet services and a dedicated leased line channel. This includes initial installation and activation, circuit performance monitoring and reporting, and ongoing operational and maintenance responsibilities.

Customer Service / Network Operations Center Support

Network outages shall receive 24 x 7 x 365 support and troubleshooting service.

Network Management

The ISP shall provide and manage all necessary network hardware and software to support the designed solution. The system shall permit the use of private VPNs by the customer. Permit the transit of all Internet Protocol (IP) protocols, including but not limited to, User Datagram Protocol (UDP), Transmission Control Protocol (TCP), and IPSEC to transit without filters or proxies; and provide unfiltered access to the Internet without ISP firewall blocking.

COST SCHEDULE

Item Description	Unit	Quantity	Unit Price (USD)	Total Price (USD)
Dedicated 10Mbps circuit	Month	12	\$	\$
One time installation charge	Each	1	\$	\$

Period Of Performance

Subject to the requested proposal and award of the Network Circuit Services contract, the tentative schedule for performance of these services commences by the end of November 2021 and concludes not later than December 1, 2022. The final Contract period of performance (POP) of this contract will be affected upon award of the contract.

Quality Assurance and Surveillance Plan (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the

Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

a) SURVEILLANCE. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

b) STANDARD. The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

Laws And Regulations

Without additional expense to the U.S. Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. If there is a conflict between the contract and requirements of local law, the Contractor shall promptly advise the Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Contracting Officer.

The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, unless they are inconsistent with the requirements of this contract.

Terms of Payment

Based on the prompt payment act, payment will be processed via wire transfer (electronic funds transfer - EFT) to the vendor's bank account within 30 days after receipt, acceptance, certification of goods/services and submission of invoice, filled Standard Form (SF-1034) voucher, filled Banking Information form plus a copy of the purchase order electronically to email address: JubaInvoices@state.gov

- a. Invoice for completed and accepted work to be submitted quarterly.
- b. The purchase order number must be included in the subject line of all correspondence/emails and on all documents submitted for payment.
- c. Currency: U.S. Dollars NO ADVANCE PAYMENT.
- d. All work completion must be approved by the COR

An Invoice, suitable for payment, shall contain, but not limited to, the following information:

1. Name of Contractor.
2. Date of Invoice.
3. Original Invoice Number (Consecutive numbers).
4. Contract number.
5. Contract Line-Item Number (CLIN) of item or service provided.
6. Description of the item, or service provided.

7. Period of performance of service or date item is provided.
8. Block/Space reserved for COR acceptance signature and date.
9. Signature, Name and Phone number of Company representative authorized to sign Invoices.
10. Remit to address
11. Name, phone number and Mailing address to whom any disputed invoices should be addressed.

Failure to submit Invoices which do not identify this information shall be returned without payment to the Contractor for correction.

Evaluation factors

Award will be made to the lowest priced, acceptable, responsible offeror. Proposals shall include a completed solicitation. **A company brochure, technical proposal, client list, financial statement, etc.** The Government reserves the right to reject proposals that are unreasonably low or high in price.

The lowest price will be determined by multiplying the offered prices times the estimated quantities in "Prices - Continuation of SF-1449 and arriving at a grand total. Acceptability will be determined by assessing the offeror's compliance with the terms of the RFQ. Responsibility will be determined by analyzing whether the apparent successful offeror complies with the requirements of FAR 9.1, including:

- financial resources or the ability to obtain them, bank Statement
- Ability to comply with the required performance period, taking into consideration all existing commercial and governmental business commitments.
- Satisfactory record of integrity and business ethics.
- Necessary organization, experience, and skills or the ability to obtain them.
- Necessary equipment and facilities or the ability to obtain them; and
- Be otherwise qualified and eligible to receive an award under applicable laws and regulations